

**DEPARTMENT OF DEVELOPMENTAL SERVICES**

**LICENSURE AND CERTIFICATION**

**DDS FOLLOW-UP REPORT**

Provider Community Work Services Provider Address 174 Portland St , Boston  
Survey Team Edi-Osagie, Raymond; MacPhail, Lisa; Date(s) of Review 15-DEC-14 to 16-DEC-14

Follow-up Scope and results :						
Service Grouping	Licensure level and duration	# Critical Indicators std. met/ std. rated at follow-up	# Indicators std. met/ std. rated at follow-up	Sanction status prior to Follow-up	Combined Results post-Follow-up; for Deferred, License level	Sanction status post Follow-up
Employment and Day Supports  3 Locations 10 Audits	2 Year License with Mid-Cycle Review		6/11	<input type="checkbox"/> Eligible for new business (Two Year License)  <input checked="" type="checkbox"/> Ineligible for new business. (Deferred Status: Two year mid-cycle review License)	2 Year License with Mid-Cycle Review	<input checked="" type="checkbox"/> Eligible for New Business (80% or more std. met; no critical std. not met)  <input type="checkbox"/> Ineligible for New Business (<=80% std met and/or more critical std. not met)

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**Summary of Ratings**

**Employment and Day Supports Areas Needing Improvement on Standard not met - Identified by DDS**

<b>Indicator #</b>	L1
<b>Indicator</b>	Abuse/neglect training
<b>Area Need Improvement</b>	Individuals had been trained in reporting alleged abuse/neglect. However, people's guardians had not received notification of abuse reporting information on an annual basis. The agency reported that the last time this occurred was during 2012. The agency needs to ensure that it sends this information to guardians on an annual basis.
<b>Status at follow-up</b>	The agency evidenced that individuals and guardians had received information and training in how to report alleged abuse and/or neglect.
<b>#met /# rated at follow-up</b>	4/4
<b>Rating</b>	Met

<b>Indicator #</b>	L8
<b>Indicator</b>	Emergency Fact Sheets
<b>Area Need Improvement</b>	The agency had not listed all relevant medical issues on the individual's emergency fact sheets. The agency needs to ensure that all relevant medical issues and current prescribed medicine are listed on this document.
<b>Status at follow-up</b>	Some emergency fact sheets continued to be missing relevant medical diagnoses. Emergency fact sheets must contain all relevant medical and medication information including ID/DD diagnoses.
<b>#met /# rated at follow-up</b>	2/4
<b>Rating</b>	Not Met

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<b>Indicator #</b>	L9
<b>Indicator</b>	Safe use of equipment
<b>Area Need Improvement</b>	Individual safety assessments were incomplete and not reflective of people's ability to utilize equipment and machinery. The agency needs to ensure that it completes assessments on all individuals relative to their ability to utilize equipment and machinery.
<b>Status at follow-up</b>	The agency has not yet addressed this indicator. Some equipment and machinery assessments were not filled out, and others were completely filled in with "Not Applicable" although individuals may indeed utilize some of the equipment or machinery listed. All individuals must have this assessment on file.
<b>#met /# rated at follow-up</b>	0/3
<b>Rating</b>	Not Met

<b>Indicator #</b>	L49
<b>Indicator</b>	Informed of human rights
<b>Area Need Improvement</b>	The agency had not ensured that people's guardians had received notification of human rights information and grievance reporting information on an annual basis. The agency reported that the last time this occurred was during 2012. The agency needs to ensure that it sends this information to guardians on an annual basis.
<b>Status at follow-up</b>	The agency evidenced that individuals and guardians have been informed regarding their human rights and know how to file a grievance or to whom they should talk with if they have a concern.
<b>#met /# rated at follow-up</b>	4/4
<b>Rating</b>	Met

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<b>Indicator #</b>	L55
<b>Indicator</b>	Informed consent
<b>Area Need Improvement</b>	The agency had obtained media related consent from the individuals/guardians, however, this consent was not situation or media outlet specific. The agency needs to ensure that all media related consent is situation specific and media outlet specific.
<b>Status at follow-up</b>	The agency has developed a new form for obtaining situationally specific informed consent. However, these forms have not yet been used.
<b>#met /# rated at follow-up</b>	1/4
<b>Rating</b>	Not Met

<b>Indicator #</b>	L73
<b>Indicator</b>	DOL certificate
<b>Area Need Improvement</b>	The agency did not have a current DOL Certificate from the state of Massachusetts that permits it to pay people sub-minimum wages. If the agency is paying people sub-minimum wages for work performed, it must maintain both current state and federal DOL Certificates.
<b>Status at follow-up</b>	The agency no longer requires a DOL certificate. As of October 2014, Community Work Services pays individuals at minimum wage.
<b>#met /# rated at follow-up</b>	3/3
<b>Rating</b>	Met

<b>Indicator #</b>	L85
<b>Indicator</b>	Supervision
<b>Area Need Improvement</b>	The agency did not have a well-defined on-going system for providing supervision throughout the division. The agency needs to ensure that it provides staff at all levels with training and a supervisory system that has defined expectations for staff.

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<b>Status at follow-up</b>	There has been recent staff turnover at the agency. There is no evidence that a system for supervision and training has taken place since the licensing survey. The agency must demonstrate that they have a system in place for supervision and staff development.
<b>#met /# rated at follow-up</b>	0/3
<b>Rating</b>	Not Met

<b>Indicator #</b>	L86
<b>Indicator</b>	Required assessments
<b>Area Need Improvement</b>	The agency did not have a system in place to ensure that required assessments were submitted at least fifteen days prior to people's scheduled ISP's. The agency needs to ensure that it submits all ISP assessments to DDS at least fifteen days prior to the scheduled ISP.
<b>Status at follow-up</b>	The agency evidenced that it has been submitting assessments within the required ISP time line.
<b>#met /# rated at follow-up</b>	2/2
<b>Rating</b>	Met

<b>Indicator #</b>	L87
<b>Indicator</b>	Support strategies
<b>Area Need Improvement</b>	The agency did not have a system in place to ensure that ISP support strategies were submitted at least fifteen days prior to people's scheduled ISP's. The agency needs to ensure that it submits all ISP support strategies to DDS at least fifteen days prior to the scheduled ISP.
<b>Status at follow-up</b>	The agency evidenced that it has been submitting the support strategies within the required ISP time line.

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<b>#met /# rated at follow-up</b>	2/2
<b>Rating</b>	Met

<b>Indicator #</b>	L88
<b>Indicator</b>	Strategies implemented
<b>Area Need Improvement</b>	The agency did not ensure that strategies submitted by the agency and agreed upon in the ISP were being implemented. The agency needs to ensure that it continuously implements agreed upon ISP strategies and documents the effectiveness of these strategies towards ISP objectives.
<b>Status at follow-up</b>	Progress notes did not reflect that the support strategies identified and agreed upon in the ISP were being implemented. The objectives were not accurately reflected in all notes. The agency must ensure that the objectives being worked on are reflected in the progress notes as well as the strategies staff use to support the individuals with working toward their objectives.
<b>#met /# rated at follow-up</b>	4/7
<b>Rating</b>	Not Met

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**Administrative Areas Needing Improvement on Standard not met - Identified by DDS**

<b>Indicator #</b>	L48
<b>Indicator</b>	HRC
<b>Area Need Improvement</b>	The agency's Human Rights Committee met on a regular basis meeting the regulatory requirements for quarterly meetings. However, professional members fulfilling various required roles were frequently not present at meetings. The behavioral clinician and the legal and nursing representatives were absent for significant numbers of individuals.
<b>Status at follow-up</b>	Since the last survey, the agency has held two Human Rights Committee meetings which have met membership and content requirements.
<b>#met /# rated at follow-up</b>	1/1
<b>Rating</b>	Met